HSU Course Outline

Supporting Families in Crisis

FS8010110

6 Weeks

Description

This in-depth six weeks online course focuses on the skills Head Start staff need to work effectively with families in stressful situations. It is designed to encourage staff to seek out families in stressful situations and help them find solutions to the issues they see as the most stress-producing. The family support skills taught in this course provide the basis for the courses solution-focused approach to crisis prevention. Although the work of Head Start involves keeping families from having a crisis, crisis cannot always be prevented. This course prepares staff to recognize and assess families in a state of crisis. The course also focuses on crisis intervention and the role of Head Start staff in carrying out and supporting that process. You will examine issues of the family and staff safety at a number of levels risk assessment the protection of family members, staff self-protective measures and program measures aimed at staff safety "Flight" and "fight" defenses are examined by staff, along with strategies for dealing with challenging or threatening behaviors.

Prerequisites

- Head Start Knowledge

Who Should Take This Course?

This course is intended for Head Start staff who routinely provide services to families and program managers and coordinators as they design and improve services for families, professional development activities for staff and safety measures for families and staff.

Objectives

✓ Assess stress-producing situations or events contributing to family crisis, and their impact on the family's ability to cope
✓ Recognize families at risk of crisis, and help them develop solution-focused plans aimed at crisis prevention
✓ Develop and implement action plans to stabilize and support families in crisis
✓ Know when to refer families to specialized interventions services within the community
✓ Take appropriate steps during potentially dangerous situations to ensure personal safety and the safety of family members

Outline

Preventing Family Crisis
> What is a family at risk?
> Identifying families at risk
> Guided conversations with families
> Working with families to prevent crises
> Developing solution-focus plans

Assessing Family Crisis
> Crisis Survivors
> What is a Crisis
> Identifying Head Start families in crisis

Responding to families in Crisis
> Responding to a family in crisis
> Developing the crisis intervention response
> Building crisis intervention skills
> Techniques for defusing a family crisis

Dealing with potentially dangerous situations

> Identifying high risk situations
> What would I do if…?
> Developing a plan for personal safety
> Strategies for dealing with threatening behaviors
> Responding to "fight" and "flight" behaviors